



Rev. Date: 10-2-2022

Adopted by the Library Advisory Board 11/18/2020

Public Library System

Library Refunds

1. Policy Statement:

Borrowed library items that are paid for and then returned in good condition are eligible for a refund within specified parameters. Interlibrary Loan items are exempt from the policy. Items purchased from the Library Shop are nonrefundable.

2. Parameters:

- 2.1 Library items that are returned in good condition within 6 months of initial payment can be returned for a full refund.
- 2.2 Library items can be returned in person, in a Scottsdale Public Library book drop, or by mail.
- 2.3 To initiate a refund, you must contact a library staff member in person, by phone, online, or by mail within the 6 months of the payment for the item. Communication must include the name on the account and the library card number. Loss of refund may occur if you fail to contact staff during the 6 month refund window.
- 2.4 ~~Cash or personal check refunds are issued by City check through the Accounts Payable department.~~ Payments processed in the library branch will be refunded by City check through the Accounts Payable department. Payments made online will be refunded to the same credit card used in the original transaction.
- 2.5 For payments made by cash, the refund will automatically be issued to the account holder unless the original receipt is produced at the time of the request.

DEFINITIONS –

For purposes of this Policy, terms are defined below.

1. “Interlibrary Loan” means any item from a library system outside of Scottsdale Public Library that is brought in to be checked out by a Scottsdale Public Library cardholder.

2.1 “Good condition” is defined as the physical state that allows the item to successfully return to the collection for circulation. Good condition is determined by library staff.